SENIOR INFORMATION TECHNOLOGY SPECIALIST

DEFINITION
Under general supervision, provides lead direction to Information Technology Specialists responsible for performing a variety of technical duties in support of the City's information technology and telecommunication systems; manages the help desk by setting priorities and assigning tickets; directs and reviews the work of assigned staff on a project and/or day-to-day basis; provides technical support to City Departments related to a variety of computer hardware, peripherals, and software applications; manages user accounts and user access to network resources; provides technology training to department users; works with vendors to resolve hardware and software issues; assists Application Services staff with daily business and enterprise application administration and support; assists Infrastructure Services staff with daily network and server administration and support; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned supervisory or management personnel. Exercises technical and functional direction over lower-level technical staff. May provide technical and functional direction to vendors and/or contract staff.

CLASS CHARACTERISTICS
This is the advanced journey-level classification in the Information Technology Specialist class series. Incumbents are responsible for performing the full range of duties associated with the City's information systems with minimal supervision.

This class is distinguished from the Information Technology Specialist in that the latter is the journey-level classification responsible for performing a variety of technical duties that are assigned by a lead worker or supervisory or management personnel.

ESSENTIAL DUTIES
Duties may include, but are not limited to the following:
- Provides technical and functional direction to assigned Information Technology Specialist personnel; reviews and controls quality of work.
- Provides technical and functional direction to vendors and/or contract staff during the construction, maintenance, and implementation of assigned information systems projects to ensure project requirements are met.
- Manages the help desk, including reviewing, prioritizing, assigning, and scheduling tickets.
- Creates and maintains technical documentation and standard operating procedures. Trains and instructs employees.
- Assists in developing work plans, procedures, and schedules to ensure assignments are completed in a timely and efficient manner.

- Participates in evaluating the activities of staff, recommending improvements and modifications.
- Orders supplies and equipment for projects; maintains records of purchase orders; may assist in developing budget figures for division.
- Provides maintenance support and repairs on desktop computer systems and network servers; installs operating system upgrades; configures system software; monitors hardware and software performance; maintains a current backup of all system information; builds and assembles personal computers.
- Reviews, plans, installs, and maintains network hardware and operating system software on computer network; assists with network design and strategic planning.
- Installs, configures, and maintains servers and networking equipment including routers, switches, printers, and storage systems.
- Configures, administers, and supports business and enterprise applications.
- Configures, documents and distributes new equipment and software to users; maintains records, including a complete and updated inventory of all computer equipment, data communication equipment, and network software versions.
- Assists in providing e n d user training for equipment and software within scope of network operations.
- Researches and evaluates various hardware and software technologies; assists with analysis and recommendation of hardware/software solutions.
- Monitors all new technologies in support of various systems currently in operation on a continuous basis.
- Maintains knowledge related to technical advances in desktop hardware and software equipment utilized by the City as well as industry advancements and trends.
- Analyzes system failures, notifies appropriate personnel, and takes appropriate action.
- Assists in troubleshooting technical problems reported, including software, hardware, communication, or network-related problems with end users; independently resolves routine problems; recognizes problems which require a higher level of expertise and refers them to appropriate personnel.
- Assists in the establishment of operational controls to ensure accuracy of data processed; assists in the development of operational procedures manuals for the new systems prior to implementation and periodic updates while the systems are in production.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:
- Basic principles and practices of leadership and training.
- Methods of planning and organizing work for oneself and others.
- Principles, practices, and procedures of information systems maintenance and operations.
- Operational characteristics of technology related to area of assignment such as computers, mobile devices, audiovisual, network, and communication systems.
- Methods, tools, and techniques of testing, troubleshooting, problem solving, and

maintaining hardware and software related to computers, mobile devices, audio visual, network, and communication systems.

- Methods and techniques of eliciting information, conducting research, and performing diagnostic procedures on technology systems.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Methods and techniques of developing and delivering training on City-wide software applications.
- Computer logic and mathematics.
- Computer equipment maintenance procedures, hardware configurations, and operating principles.
- Network and personal computer operations, terminals, printers, modems, and communications equipment; networks and network operating systems; network topologies and software.
- Computer software applications, including word-processing, spreadsheet, database, and graphics applications.
- Computer and peripheral equipment maintenance methods and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:
- Plan, schedule, assign, and oversee the activities of assigned staff.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Perform a variety of specialized technical tasks in the installation, maintenance, and repair of information technology and telecommunication systems.
- Configure and troubleshoot network hardware, communications equipment and operating systems, and personal computer and peripheral equipment.
- Install and optimize network client software and personal computer software.
- Write procedures and documentation for problems, solutions, and standards.
- Implement new technology solutions.
- Read, interpret, and apply complex technical publications, manuals, and other related documents.

- Draw logical conclusions and make appropriate recommendations.
- Observe, identify, and solve problems related to computer and network operations and procedures.
- Understand, interpret, and explain division policies and procedures.
- Communicate technical issues to individuals with varying degrees of information technology knowledge.
- Maintain records and prepare clear, complete, and concise reports.
- Utilize discretion in the handling and disclosure of confidential information
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience
A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Equivalent to an Associate's degree from an accredited college in computer science, information technology, electronics, or a closely related field;

AND

Four (4) years of experience performing duties equivalent to the City's classification of Information Technology Specialist; **or**

Two (2) years of experience employed as an Information Technology Specialist with the City of Rocklin.

Licenses and Certifications
- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend

off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 50 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS
Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS
Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	July 2013
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FLSA	Non-Exempt
Salary Schedule	AFSCME/Range 35